

STRESS – FREE TRAVELLING WITH US!



1 IF YOU GET SICK

DOCUMENTS TO BE SUBMITTED IN CASE OF REIMBURSEMENT

- Copy of medical reports stating date of occurrence, medical history, diagnosis and treatment.
- Original receipts of medical expenses.

We will provide medical care and cover all your expenses up to **€500,000**.

2 IF REPATRIATION IS NEEDED AFTER ILLNESS OR DEATH

No maximum limits.

3 IF YOUR MEANS OF TRANSPORT IS DELAYED OR LOSE CONNECTIONS

DOCUMENTS TO BE SUBMITTED

- Original receipt of expenses incurred due to delay (food, beverage, transfers, hotel).
- Original report or claim made to the carrier company for the delay or loss.
- Original tickets and boarding passes, if applicable.

If the delay is over **4** hours, all receipted expenses will be covered up to **€100**. For every **4** hours after that, we will cover **€100** for each **4 hour** period, up to a maximum of **€700**. If you miss your connection, we will compensate you with **€450**.

4 IF YOUR LUGGAGE IS DAMAGED, LOST, STOLEN OR DELAYED

DOCUMENTS TO BE SUBMITTED

- Property irregularity report (PIR) or corresponding certificate issued by company. Receipt of luggage reception.
- Boarding card and baggage T.A.G.
- Original receipts of emergency purchases made.
- If luggage was lost or damaged, compensation report from airline. If it is stolen, police report and list of stolen objects.

We cover up to **€2,100** for damage, theft or loss (sports equipment limited at **€1,200**) For delays over **6hrs: €240**, and **€240** additional, for each **6hrs** (limit: **€1,000**)

5 IF YOU CANCEL YOUR TRIP IN CASES OF FORCE MAJEURE

DOCUMENTS TO BE SUBMITTED

- Original invoice of the trip purchase and supplier annulment report, with evidence of no-refund of tickets (if applies) and days not enjoyed.
- Supplier invoice/s of reservation cancelation, its expenses, broken down by concept and its General Terms, credit notes received.
- Copy of electronic tickets with full fare terms.
- Annulment cause report, as applicable: Medical reports. Court's convocation. Death certificate. Hospitalization report. New employment contract / dismissal letter / work life letter / company certificate. Family book (Surname book).

We compensate up to **€750**. We will reimburse you **€150** for every holiday day that you did not enjoy, with a maximum of **€750**.

6 CIVIL LIABILITY FOR DAMAGES TO THIRD PARTIES

Coverage up to **€60.000**.

FOR EVERY EVENT WE WILL NEED:

Monthly statement of the Diners Club Spain in which the charge appears or payment receipt. Monthly statement of the Diners Club Spain in which the charge appears or payment receipt / Copy of the tickets of the public transportation services used / Photocopy of the insurant's ID Card. It is mandatory to Inform if any other insurance company covers your trip and include a copy of that insurance policy.

**IN CASE OF AN
EMERGENCY,
CALL IMMEDIATELY
+34 91 211 43 43**

**STEPS TO TAKE
IN
ALL CASES**



AT DESTINATION

Contact immediately the 24-hours hotline open from Monday to Sunday on **+34 91 211 43 43** and follow their instructions.

UPON YOUR RETURN

Gather all the information listed in “**Documents to be submitted**”, as it will be requested in the future.

Register your claim at insurance Company

IRIS GLOBAL

in the following web:

<https://web.irisglobal.es/diners>



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